



Your low season rental at the best price

# USER MANUAL 2014



[pro.kawan-group.eu](http://pro.kawan-group.eu)

6j/7 : 00 333 85 72 29 90

**THE LOW SEASON RENTAL SPECIALIST**

A selection of more than 400 destinations in Europe

# HOLIDAY CHEQUE IN SHORT

- An exclusive tariff from 30 € per night during the low season
- Special offers 6=7 and 11=14 at least 8 weeks per year
- Discount tariff during the mid-season
- More than 450 destinations in Europe
- Campsites, residences, gites and hotels
- Selected and recent rental accommodations
- Possibility to pay with the Silver Card or the Gold Card on sites accepting these cards
- Best price guarantee

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# SIGNAGE

## On the site

Your documentation



Instructions  
Holiday Cheque



Your sticker

## On the web

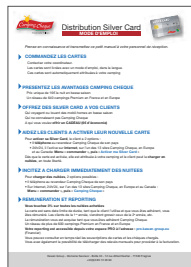
To download our logos and banners,  
please visit: [pro.kawan-group.eu](http://pro.kawan-group.eu)



## If you accept the Silver Card and the Gold Card



Instructions  
card reader



Instructions  
distribution Silver Card

We invite you to create back links on our websites  
to improve your referencing

## If you require further information

Please call 00 333 85 72 29 90  
and ask for Back Office Support Team

# AN EXCLUSIVE TARIFF

Holiday Cheque is an exchange voucher valid for 1 to 6 persons according to the rental capacity

## The Holiday Cheque offer includes:

**Low Season:** Up to June 30<sup>th</sup> and from September 1<sup>st</sup>

- An exclusive price per night during the low season: from 30 € per night
- free nights 6=7 and 11=14: at least 8 weeks per year
- a minimum stay of 1 or 2 nights

**Mid-Season:** In July and August.

- A discount price compared to the public tariff
- a minimum stay of 1 to 7 nights
- for a period of at least 2 weeks

## Best price guarantee

Some sites have given our customers a best price guarantee on a selection of rental accommodations.

Make sure you apply this guarantee. If not, the customer could ask for compensation that we would need to transmit to you.



For sites accepting the Silver Card and the Gold Card as means of payment (payment by digital Camping Cheques), the tariffs must be multiples of 16 € (unit value of a Camping Cheque).

# THE HOLIDAY CHEQUE QUOTA

## The Holiday Cheque quota

**The minimum quota for Holiday Cheque is of 4 allotments throughout the duration.**

We may ask you if necessary to add some more during the course of the year.

The allotments that have been entrusted to us must not, under any circumstances, be used for other customers.

In addition, concerning the complexes that accept the Silver Card and the Gold Card for payment of the rentals, you must give priority to rentals out of the allotments reserved to the Holiday Cheque concept in mode Tour Operator.



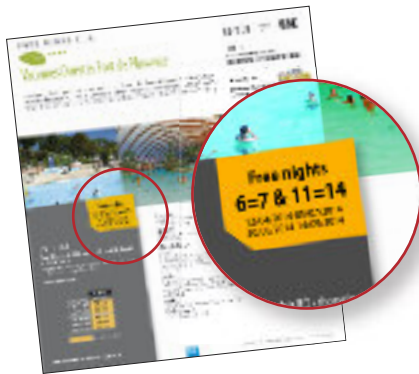


## SPECIAL OFFERS

**6=7** (7<sup>th</sup> night is free)

**11=14** (12<sup>th</sup>, 13<sup>th</sup> and 14<sup>th</sup> nights are free)

These offers apply during the whole of the low season or for 8 weeks during periods that you have indicated in the Holiday Cheques questionnaire and that have been published in our Holiday Cheque brochure and on the website.



# ACCEPTATION DATES - OPENING DATES OF THE SERVICES

Your acceptance dates and the opening dates of your facilities and services are indicated:

- in the Holiday Cheque brochure
- on the web

**You indicated these dates when filling in the questionnaire. These dates are subject to a contract. You cannot change them during the course of the year.**

However, if for some incidental and unforeseeable reason you would be forced to change one or any of this information, you should inform your coordinator or our sales department as soon as possible so that we can inform our customers. Otherwise, the customer will be entitled to compensation that we will have to pass on to you.





# RESERVATION AND PAYMENT

## TWO MEANS OF PAYMENT FOR THE CUSTOMER

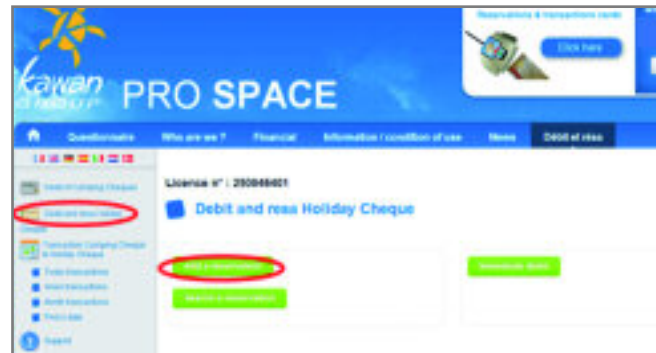
### 1 . Payment with digital Camping Cheque Card mode

This option is only available to the complexes that made the request to their coordinator or when filling in the questionnaire on the professional website

From the professional website **pro.kawan-group.eu**, go to your space dedicated to booking and payment using digital cheques  
After logging in, go to the heading "Debits and booking".

#### A . To record a Holiday Cheque RESERVATION:

> Click on « Add a reservation ».



# RESERVATION AND PAYMENT

**1<sup>st</sup> step:** the client gets directly in touch with you to book or hold his rental.

**2<sup>nd</sup> step:** the client gives you his id n°: (Silver Card or Gold Card).

**3<sup>rd</sup> step:** from this interface, you enter this number to access the client's personal data and make the reservation.



Do not hesitate to confirm his details with the customer: phone, mobile, MAIL and address. (NOTE: the customer will receive his confirmation by email). If there are any changes, click on "Edit" and update his details.

You must enter:

- the description of the accommodation
- the arrival and departure dates (the number of nights is calculated automatically)
- The maximum capacity of the accommodation
- either the full amount of the stay or the total number of credits (= cheques)
- the special offer notified in the 2014 Holiday Cheque brochure

**4<sup>th</sup> step:** You still have the possibility to:

- add a reservation for the same client («Add an accommodation»), for the same or for different dates
- make changes to the reservation
- cancel the reservation

> Click on « Confirm » to save the reservation

# RESERVATION AND PAYMENT

**NOTE:** At this stage a confirmation email has been automatically sent to the client. Please ensure that you have blocked this accommodation in your schedule.

## To search / change a Holiday Cheque RESERVATION

To find a reservation, you can go to "Find a Reservation." You either enter the card number, or the client's name or the periods of the stay. You can filter the search results according to the status of reservations: validated cancelled or both



## The payment at the end of the Holiday Cheque stay

For stays that were subject of a reservation payment is made automatically by introducing the customer's card in the card reader at the end of his stay. You have no other action to take.

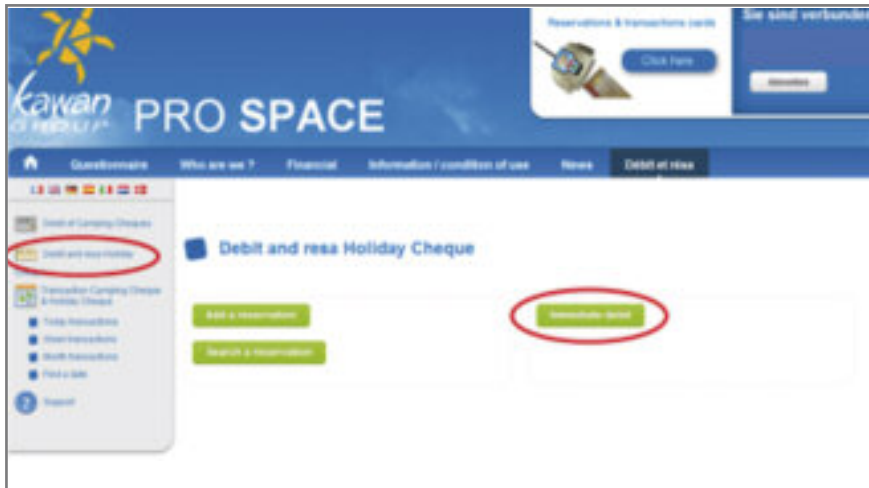
## Holiday Cheque allotments

Regarding the bookings in « card » mode, you have to choose the rentals out of the allotments set aside to the Holiday Cheque concept held with the Holiday Cheque central purchasing office or via the web.

# RESERVATION AND PAYMENT

**B . To debit Camping Cheques when the payment of the rental is made by Holiday Cheque customers passing by (stays not subjected to a prior booking):**

> Click on « Immediate debit »



1- Introduce the customer's card in the connected card reader.

2- Access the customer's file and check his details;

3- Enter:

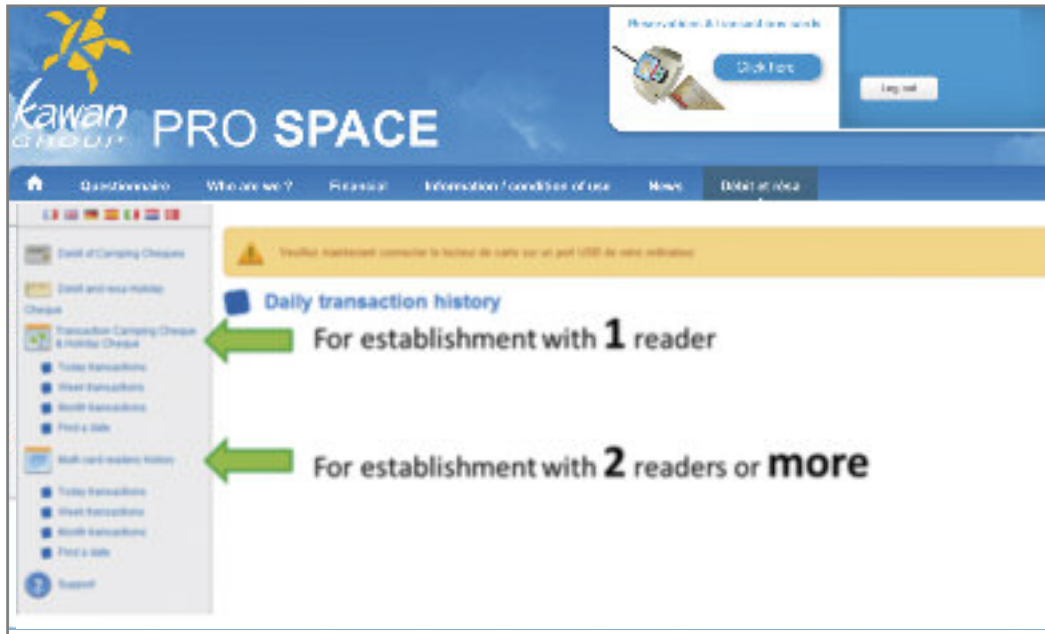
- The start and end dates of the stay
- The full amount of the stay or the number of cheques to be debited.

4- You confirm.

**NOTE: the immediate debit of credit is only possible when settling stays that were not subject of a prior reservation ! For stays that were subject to a reservation, the payment is automatic (without action from your part) by introducing the customer's card in the card reader at the end of his stay.**

# RESERVATION AND PAYMENT

## C . To look up the transaction history for Camping Cheque and Holiday Cheque



You can consult Camping Cheque and Holiday Cheque transactions (debit of Camping Cheques)

- of the day
- of the week
- of the month
- of a date or for a specific period

In order to do this, make sure that your card reader is connected.

# DISCLOSURE OF THE DATE OF THE RESERVATION AT D-7

## Reservation MORE THAN 7 DAYS prior to the arrival date:

### **Upon the reservation:**

- The accommodation: it receives an email confirming the booking and a reminder to block the schedule
- The client: he receives a confirmation email of his reservation along with its summary

### **AT D-14:**

- the customer receives an email to confirm the reservation, to ensure that his card has sufficient credit and to let him know that his card will be debited within 7 days.

## Reservation LESS THAN 7 DAYS prior to the arrival date:

### **Upon the reservation:**

- If the credit on the card is sufficient: the client and the accommodation receive an email to confirm the reservation and the cancellation policy (100% of the costs)  
The card is debited of the cost of the stay.
- If the credit on the card is not sufficient: the reservation cannot be made.

### **AT D-7:**

- If the credit on the card is sufficient: the client and the accommodation receive an email to confirm the reservation and the cancellation policy (100% of the costs)
- If the credit on the card is not sufficient, the stay is automatically cancelled. The client and the accommodation receive an email cancelling the booking.

### **At the end of the stay:**

- The complex inserts the customer's card (Gold / Silver) to update the information

### **At the end of the stay:**

- The complex inserts the customer's card (Gold/Silver) to update the information

PASSING Customers: See page 11



# RESERVATION AND PAYMENT

## 2/ Reservation and payment with the Central purchasing office or via the web

### These reservations are sent to you by email

You do not have to validate these emails but only to confirm the reception from the email by clicking on "check" (see below) and by entering your password\* on the interface [secureholiday.net](http://secureholiday.net) in the left hand menu "firm booking in progress".

Note, If you do not receive the reservation emails, contact immediately the **Hotline Secure Holiday + 33 561 472 353** to verify the delivery address

Upon arrival, the customer gives you a voucher issued by the booking centre.

*\* Forgotten password? Call the Secure Holiday Hotline +33 561 472 353.*

[www.secureholiday.net/admin](http://www.secureholiday.net/admin)



## • Online Holiday Cheque schedule

On the interface, you will only find the reservation made through the Holiday Cheque central purchasing office.

Reservations concerning settlements with Silver card or Gold Card are not displayed here.

Go to [www.secureholiday.net/admin](http://www.secureholiday.net/admin)

Enter  
your **Login**  
and **Password**  
provided by Secure Holiday

You will find the Holiday Cheque grids applied onto the models entrusted to Holiday Cheque.

**Periods and tariffs**

- **Sales Report**

**www.secureholiday.net/admin**

[illegible]

## • Retrocessions

From April, if all your rentals are full and that you wish to rent a rental that you had allocated to Holiday Cheque, we remain flexible. Your coordinator is at your total disposal to optimize with you the occupation of the allocated stocks.

You do however have the option via your management interface to open or close a period for an allotment, as follow:

Step 1

The screenshot shows a list of rental units under the heading 'Rétrocession'. The units are categorized by location and status. A left-pointing arrow indicates the next step.

Step 2

The screenshot shows the details of a specific rental unit. It includes information about the unit's location, status, and a list of available units. A right-pointing arrow indicates the next step.

### étape 3

### Exercício 1

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(1)$ .

**Solução:**

Como  $1 > 0$ , usamos a segunda expressão:

$$f(1) = 1^2 - 2 \cdot 1 + 1 = 1 - 2 + 1 = 0$$

### Exercício 2

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-1)$ .

**Solução:**

Como  $-1 \leq 0$ , usamos a primeira expressão:

$$f(-1) = (-1)^2 + 2 \cdot (-1) + 1 = 1 - 2 + 1 = 0$$

### Exercício 3

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(0)$ .

**Solução:**

Como  $0 \leq 0$ , usamos a primeira expressão:

$$f(0) = 0^2 + 2 \cdot 0 + 1 = 1$$

### Exercício 4

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(2)$ .

**Solução:**

Como  $2 > 0$ , usamos a segunda expressão:

$$f(2) = 2^2 - 2 \cdot 2 + 1 = 4 - 4 + 1 = 1$$

### Exercício 5

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-2)$ .

**Solução:**

Como  $-2 \leq 0$ , usamos a primeira expressão:

$$f(-2) = (-2)^2 + 2 \cdot (-2) + 1 = 4 - 4 + 1 = 1$$

### Exercício 6

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(3)$ .

**Solução:**

Como  $3 > 0$ , usamos a segunda expressão:

$$f(3) = 3^2 - 2 \cdot 3 + 1 = 9 - 6 + 1 = 4$$

### Exercício 7

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-3)$ .

**Solução:**

Como  $-3 \leq 0$ , usamos a primeira expressão:

$$f(-3) = (-3)^2 + 2 \cdot (-3) + 1 = 9 - 6 + 1 = 4$$

### Exercício 8

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(4)$ .

**Solução:**

Como  $4 > 0$ , usamos a segunda expressão:

$$f(4) = 4^2 - 2 \cdot 4 + 1 = 16 - 8 + 1 = 9$$

### Exercício 9

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-4)$ .

**Solução:**

Como  $-4 \leq 0$ , usamos a primeira expressão:

$$f(-4) = (-4)^2 + 2 \cdot (-4) + 1 = 16 - 8 + 1 = 9$$

### Exercício 10

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(5)$ .

**Solução:**

Como  $5 > 0$ , usamos a segunda expressão:

$$f(5) = 5^2 - 2 \cdot 5 + 1 = 25 - 10 + 1 = 16$$

### Exercício 11

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-5)$ .

**Solução:**

Como  $-5 \leq 0$ , usamos a primeira expressão:

$$f(-5) = (-5)^2 + 2 \cdot (-5) + 1 = 25 - 10 + 1 = 16$$

### Exercício 12

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(6)$ .

**Solução:**

Como  $6 > 0$ , usamos a segunda expressão:

$$f(6) = 6^2 - 2 \cdot 6 + 1 = 36 - 12 + 1 = 25$$

### Exercício 13

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-6)$ .

**Solução:**

Como  $-6 \leq 0$ , usamos a primeira expressão:

$$f(-6) = (-6)^2 + 2 \cdot (-6) + 1 = 36 - 12 + 1 = 25$$

### Exercício 14

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(7)$ .

**Solução:**

Como  $7 > 0$ , usamos a segunda expressão:

$$f(7) = 7^2 - 2 \cdot 7 + 1 = 49 - 14 + 1 = 36$$

### Exercício 15

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-7)$ .

**Solução:**

Como  $-7 \leq 0$ , usamos a primeira expressão:

$$f(-7) = (-7)^2 + 2 \cdot (-7) + 1 = 49 - 14 + 1 = 36$$

### Exercício 16

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(8)$ .

**Solução:**

Como  $8 > 0$ , usamos a segunda expressão:

$$f(8) = 8^2 - 2 \cdot 8 + 1 = 64 - 16 + 1 = 49$$

### Exercício 17

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-8)$ .

**Solução:**

Como  $-8 \leq 0$ , usamos a primeira expressão:

$$f(-8) = (-8)^2 + 2 \cdot (-8) + 1 = 64 - 16 + 1 = 49$$

### Exercício 18

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(9)$ .

**Solução:**

Como  $9 > 0$ , usamos a segunda expressão:

$$f(9) = 9^2 - 2 \cdot 9 + 1 = 81 - 18 + 1 = 64$$

### Exercício 19

Seja  $f: \mathbb{R} \rightarrow \mathbb{R}$  definida por

$$f(x) = \begin{cases} x^2 + 2x + 1 & \text{se } x \leq 0 \\ x^2 - 2x + 1 & \text{se } x > 0 \end{cases}$$

Calcule  $f(-9)$

Close

**Open on sale**

## ■ Reservation Holiday Cheque

# CLIENT'S ARRIVAL AND DEPARTURE

## HELPFUL HINTS

### 1 . Deposits

The campsite or residence fixes the deposit on a free basis to guarantee itself against any possible damage. SAS Kawan Group cannot be held responsible for damage caused by a customer even if the latter has booked through the Holiday Cheque booking centre or settled with digital Camping Cheques.

You cannot charge cleaning costs unless the client requests the service because he does not wish to do the cleaning himself.

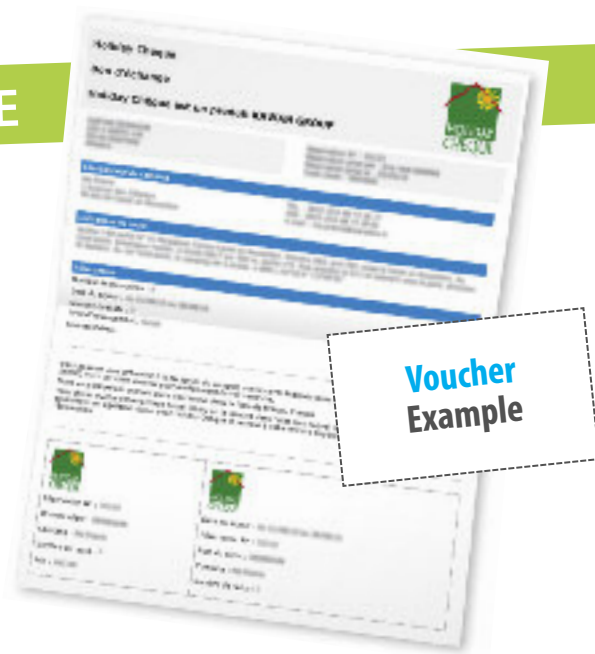
The deposit or cleaning deposit must be given back to the client if the rental has not suffered any damage and is given back in the same state of cleanliness that on arrival.

### 2 . On client's arrival

For reservations based on vouchers you have been notified of The client's arrival by email (if you want to check, you can also check your sales report on [www.secureholiday.net / admin](http://www.secureholiday.net / admin)).

Upon arrival, the client must hand over a voucher to you (here opposite). If the voucher does not match the information that you had received by email don't hesitate to contact us.

For payment by digital Camping Cheque (unit value of 15€ or 16€), the customer will show his Silver Card or his Gold Card on arrival.



### 3 . On client's departure

Any service that would be invoiced in addition to the voucher or digital Camping Cheques should be made clear to the customer and must be included in our brochure.

For payments in digital Camping Cheques, insert in the client's card in the card reader that will proceed to an automatic update. The accounts are synchronised, the payment is completed.



## INVOICING

### 1. Invoicing of stays on a voucher basis

You have to edit an invoice, such as the one here opposite, on the basis of the vouchers given to you by Holiday Cheque clients.

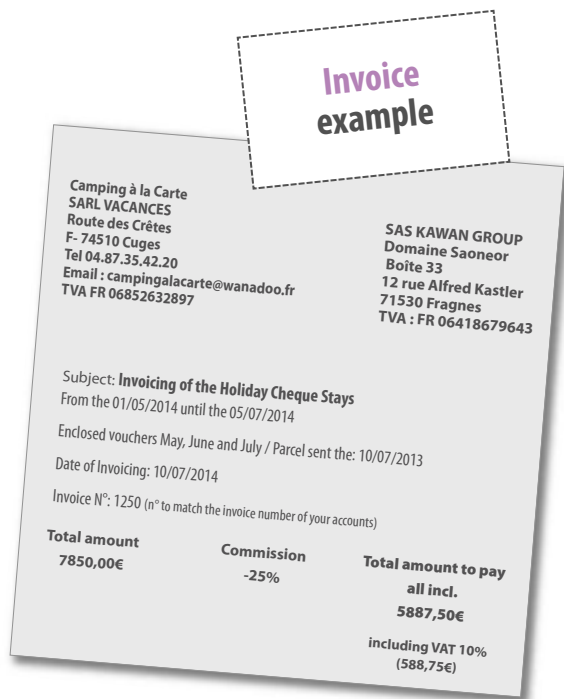
**Don't forget to enclose the vouchers  
of the Holiday Cheque customer to your invoice!**

### 2. Invoicing of stays paid by digital Camping Cheques

For the campsites and residences that accept the two payment methods (vouchers and digital Camping Cheques)

#### Two invoices must be issued:

- An invoice (here opposite) to enclose with the vouchers of the Holiday Cheque clients
- An invoice to be enclosed with your monthly list of transactions digital cheques to be downloaded from the 5th of each month from our Internet portal: [pro.kawan-group.eu](http://pro.kawan-group.eu) (cf p.22).



# INVOICING



<p><b>Coordonnées complètes de l'établissement émetteur :</b>          nom de l'établissement, raison sociale, adresse, pays, n°RCS, Siret et TVA intracommunautaire, Nom usuel du camping</p>	<p><b>Coordonnées complètes du destinataire :</b>          SAS KAWAN GROUP          Domaine Saoneor          boîte 33          12 rue Alfred Kastler          F-71530 Fragnes          TVA : FR06418679643</p>
<p>Date of invoicing: _____          Invoice N° _____ (n° to match the invoice number of your accounts)</p>	
<p>Number of digital Camping Cheques (Silver Card / Gold Card 15 Euros):          2012 / 2014 _____ x 11,25 € = _____ €</p>	
<p>Number of digital Camping Cheques (Silver Card / Gold Card 16 Euros):          2014 _____ x 12,00 € = _____ €</p>	
<p>Total Amount all incl. = _____ €          including VAT ( ____ %) = _____ €</p>	
<p>List of the month of _____</p>	

## 3 . Monthly transactions list of digital Camping Cheques

- To login, enter your Login and password.  
**Forgotten your Login or password? Get in touch with your coordinator.**
- In the header of the page, below the identification block by clicking on the English flag, you can access the English version.
- In the Finance heading in the left hand menu, choose: **"Statement of Digital cheques"**
- Then choose from the drop down menus the month that you wish to download as well as the version (French or English), then click on OK.
- Your monthly transactions list of digital cheques can be downloaded **from the 5<sup>th</sup> of each month** from our internet portal: **pro.kawan-group.eu**
- You will receive a PDF file containing all transactions carried out in the month, also including transactions gone through the emergency procedure A pre-established invoice will be enclosed with your statement. If you do not want to establish a new invoice, you can print this new pre-established invoice, stamp it, sign it and send it back to us.



**Invoices, vouchers and transactions lists of digital cheques are to be sent to:**

**SAS KAWAN GROUP - Domaine Saoneor,  
Boite 33, 12 rue Alfred Kastler, 71530 Fragnes – France**

## 4 . Remuneration

Digital Camping Cheque (15 €)	<b>75 %</b>
Digital Camping Cheque (16 €)	<b>75 %</b>
Vouchers issued by the central purchasing office	<b>75 %</b>

## 5 . Mandatory legal mentions

The French tax authorities request, subject to fines, a certain number of mandatory information that must appear on all invoices, French or foreign. (Art 1738.1 CGI any omission or inaccuracy in the bills results in the implementation of a fine of 15 € by omission or inaccuracy, but cannot exceed a quarter of the amount of the invoice).

• Name of the provider (the campsite or the residence) and the name of the customer (SAS Kawan Group / Holiday Cheque).

- Company name of the campsite or the residence.
- Address
- The Individual identification number for VAT of the provider.
- Date and invoice number (to match the invoice number of your internal accounting).
- Transaction details.
- Bank details and payment method

YOUR COORDINATOR



## YOUR CONTACTS

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HOLIDAY CHEQUE  
Bureau Central Européen  
Boîte 33  
12 rue Alfred Kastler  
71530 FRAGNES - FRANCE

Tél. + 33 (0)3 85 72 28 93  
Service Back Office Etablissements

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## YOUR PROFESSIONAL WEBSITE:

[pro.kawan-group.eu](http://pro.kawan-group.eu)